

# 9L0-012<sup>Q&As</sup>

Mac Service Certification Exam

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**QUESTION 1**

Linda states that the fans on her MacBook Pro are intermittently noisy. Which is the best component of AST to further isolate the issue?

- A. TPT
- B. IPT
- C. CSD
- D. VST

Correct Answer: C

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**QUESTION 2**

Rhonda claims that her Mac cannot connect wirelessly to her AirPort Express network at home. Which of the following would be the BEST question to ask her FIRST?

- A. Have you tried connecting to a different Wi-Fi network?
- B. Does your ISP support wireless access to the Internet?
- C. Do you have a Thunderbolt to Ethernet adapter?
- D. Have you updated your RAM?

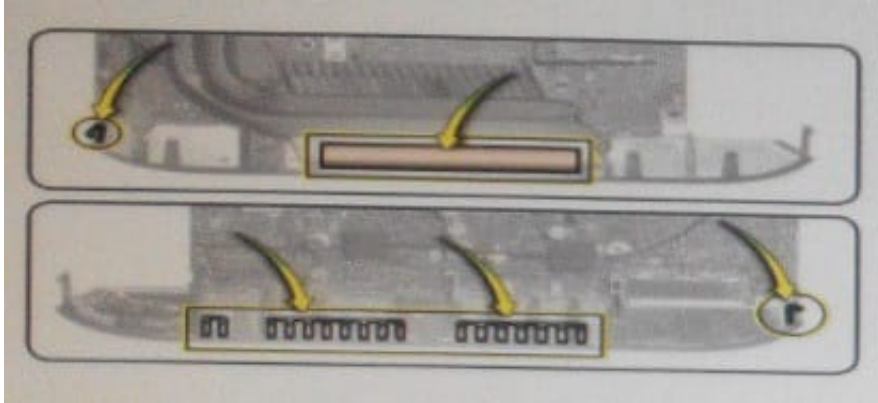
Correct Answer: A

Reference: <https://support.apple.com/en-us/HT201621>

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**QUESTION 3**

Examine the image. When repairing a Mac mini (Mid 2011), which areas of the logic board assembly should you avoid touching?



- A. The top and bottom of the assembly.
- B. The EMI fingers and gasket.
- C. The grounding pad and cable guide
- D. Thermal pad and heat sink clips.

Correct Answer: B

#### QUESTION 4

Which of the following tools should be run after using the Trackpad Keyboard Mapper tool to verify that a keyboard language has been programmed on a MacBook Air (Early 2014)?

- A. Apple Diagnostics
- B. Trackpad Diagnostics
- C. Apple Service Diagnostics (ASD)
- D. Mac Resource Inspector (MRI)

Correct Answer: C

#### QUESTION 5

William states that the Ethernet ports do not function on his Mac Pro (Mid 2012) when plugged into the network at his office. He demonstrated that he knows how to connect Ethernet cables and was able to connect to the Internet on your known-good Ethernet network. You ran MRI and the computer passed all tests when run using either Ethernet port. What question should you ask the customer next?

- A. Are any other computers able to connect to Ethernet at the office?
- B. Have you installed all system software and firmware updates?

C. How did you damage your Ethernet cable at the office?

D. Did you change the default network settings?

Correct Answer: B

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